



ERS Job Title: Pension Supervisor

Internal Job Profile Summary

Oversees, performs and quality checks all levels of retirement benefit processing. Assists with strategic planning and system/process development. Assesses pending legislation, performs complex research, and makes retirement processing recommendations to management.

Job Responsibilities & Performance Standards

- Supervises the examination, monitoring and development of retirement account data, records and related policies, systems and processes
 - Ensures compliance of all assigned functions with laws, rules and program regulations
 - Directs the operation of all retirement benefit processing. Assists with the maintenance and update of the retirement system (PARIS) and processes
 - Coordinates all components to ensure consistency and adherence to federal and state regulations and guidelines
 - Compiles and prepares reports and plans.
 - Examines all aspects of retirement processing, documents and systems to ensure accuracy.
 - Supervises and plans work of assigned staff
 - Creates and maintains quality controls for all retirement processing
 - Suggests process improvements and assists with their implementation
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Technical Competencies Required for Job

Regulations, Laws and Plan Provisions	<ul style="list-style-type: none"> ▪ Monitors application of regulations, laws and plan provisions(handbooks) to evaluate processes, policies and procedures
	<ul style="list-style-type: none"> ▪ Ability to identify and resolve exception processing using various resources
	<ul style="list-style-type: none"> ▪ Ability to evaluate historical plan changes and apply appropriately
	<ul style="list-style-type: none"> ▪ Ability to train others on regulations, laws, plan provisions and policy changes
Pension Software	<ul style="list-style-type: none"> ▪ Ability to create documentation and deliver training on PARIS (or similar pension software)
	<ul style="list-style-type: none"> ▪ Ability to run reports then analyze and deliver the results
	<ul style="list-style-type: none"> ▪ Proactively seeks opportunities to improve/enhance PARIS (or similar pension software)
	<ul style="list-style-type: none"> ▪ Acts as expert user on PARIS (or similar pension software)
MS Office	<ul style="list-style-type: none"> ▪ Advanced skills with MS Office; ability to use the more complex Excel formulas and tables for data manipulation
	<ul style="list-style-type: none"> ▪ Ability to export data from PARIS (or similar pension software) into Excel
	<ul style="list-style-type: none"> ▪ Ability to proactively seek ways MS Office and be used to improve efficiency
Benefits Administration Processes	<ul style="list-style-type: none"> ▪ Ability to process, assist others with processing and review complex exception transactions
	<ul style="list-style-type: none"> ▪ Ability to monitor and distribute work items based on staff ability and capacity
	<ul style="list-style-type: none"> ▪ Ability to audit, review and approve (QC) benefit administration processes
	<ul style="list-style-type: none"> ▪ Ability to perform Payroll Verifications and Service Corrections
	<ul style="list-style-type: none"> ▪ Ability to develop, maintain and deliver benefit administration process training
	<ul style="list-style-type: none"> ▪ Ability to communicate and maintain quality measures
	<ul style="list-style-type: none"> ▪ Proactively seeks opportunities to improve and enhance the benefits administration processes
	<ul style="list-style-type: none"> ▪ Acts as a point of escalation for all of the benefit administration processes

Statewide Core Behavioral Competencies Required for Job

Advanced Level Competencies Highly developed knowledge, understanding, and application of the competency required to be successful in the job and organization (total mastery); Can apply knowledge outside the scope of one's position; Is able to coach or teach others on the competency; Has a long-term perspective; Helps develop materials and resources in the competency.	
Accountability	Accepts full responsibility for self and contribution as a team member; displays honesty and truthfulness; confronts problems quickly; displays a strong commitment to organizational success and inspires others to commit to goals; demonstrates a commitment to delivering on his/her public duty and presenting oneself as a credible representative of the Agency and State to maintain the public's trust
Customer Service	Understands that all State employees have external and/or internal customers that they provide services and information to; honors all of the State's commitments to customers by providing helpful, courteous, accessible, responsive, and knowledgeable service
Results Orientation	Consistently delivers required business results; sets and achieves achievable, yet aggressive, goals; consistently complies with quality standards and meets deadlines; maintains focus on Agency and State goals
Teamwork and Cooperation	Cooperates with others to accomplish common goals; works with employees within and across his/her department to achieve shared goals; treats others with dignity and respect and maintains a friendly demeanor; values the contributions of others
Proficient Level Competencies Detailed knowledge, understanding, and application of the competency required to be successful in the job; Ability to handle non-routine problems and situations; Requires minimal guidance or supervision / works independently; Consistently demonstrates success in the competency; Capable of assisting others in the application of the competency.	
Judgment and Decision Making	Analyzes problems by evaluating available information and resources; develops effective, viable solutions to problems which can help drive the effectiveness of the department and/or State of Georgia
Talent Management	Clearly establishes and communicates expectations and accountabilities; monitors and evaluates performance; provides effective feedback and coaching; identifies development needs and helps employees address them to achieve optimal performance and gain valuable skills that will translate into strong performance in future roles
Transformers of Government	Develops innovative approaches to address problems and drive continuous improvement in State programs and processes; drives effective and smooth change initiatives across the State by communicating, confirming understanding, and actively working with stakeholders to overcome resistance

Additional Behavioral Competencies Required for Job:

Advanced Level Competencies Highly developed knowledge, understanding, and application of the competency required to be successful in the job and organization (total mastery); Can apply knowledge outside the scope of one's position; Is able to coach or teach others on the competency; Has a long-term perspective; Helps develop materials and resources in the competency.	
Communication	Respectfully listens to others to gain a full understanding of issues; comprehends written material; presents information in a clear and concise manner orally and in writing to ensure others understand his/her ideas; appropriately adapts his/her message, style, and tone to accommodate a variety of audiences
Conflict Management	Addresses conflicts by focusing on the issues at hand to develop effective solutions when disputes or disagreements occur; helps others resolve conflicts by providing impartial mediation when needed
Cultural Awareness	Demonstrates an open-minded approach to understanding people regardless of their gender, age, race, national origin, religion, ethnicity, disability status, or other characteristics; treats all people fairly and consistently; effectively works with people from diverse backgrounds by treating them with dignity and respect
Flexibility	Adapts to change and different ways of doing things quickly and positively; does not shy away from addressing setbacks or ambiguity; deals effectively with a variety of people and situations; appropriately adapts one's thinking or approach as the situation changes
Organizing	Able to keep projects moving toward completion; able to keep track of many things that must be done within a given timeframe; able to act according to priorities; able to balance workload demands
Professional Development	Demonstrates a commitment to professional development by proactively seeking opportunities to develop new capabilities, skills, and knowledge; acquires the skills needed to continually enhance his/her contribution to the State and to his/her respective profession
Teaching Others	Enhances the capabilities of the organization by openly and effectively sharing his/her subject matter expertise with others; supports a continuous learning environment by preserving and compiling intellectual capital which can be used by others within his/her work group, department and State entities, as appropriate
Proficient Level Competencies Detailed knowledge, understanding, and application of the competency required to be successful in the job; Ability to handle non-routine problems and situations; Requires minimal guidance or supervision / works independently; Consistently demonstrates success in the competency; Capable of assisting others in the application of the competency	
Creativity and Innovation	Applies creative problem-solving skills to his/her work to develop solutions to problems; recognizes and demonstrates the value in taking "smart" risks and learning from mistakes; develops multiple alternatives and understands the feasibility of each; effectively shares and implements his/her ideas
Initiative	Proactively identifies ways to contribute to the State's goals and missions; achieves results without needing reminders from others; identifies and takes action to address problems and opportunities

Negotiation and Influence	Effectively represents his/her position on issues to gain support and buy-in from others; generates multiple alternatives to a problem to meet the needs of other stakeholders; works to achieve win-win outcomes that others can accept; appropriately utilizes settlement strategies, such as compromise
Problem Solving	Applies creative problem-solving skills to his/her work to develop solutions to problems; recognizes and demonstrates the value in taking “smart” risks and learning from mistakes; ability to identify the root cause of a problem; able to apply general rules or principles to arrive at a solution
Project Management	Effectively manages project(s) by appropriately focusing attention on the critical few priorities; effectively creates and executes against project timelines based on priorities, resource availability, and other project requirements (i.e., budget); effectively evaluates planned approaches, determines feasibility, and makes adjustments when needed
Team Leadership	Effectively manages and guides group efforts; tracks team progress, adequately anticipates roadblocks, and changes course as needed to achieve team goals; provides appropriate feedback concerning group and individual performance, including areas for improvement

*Additional competency required for job but not included in the State’s predefined competency list.

Qualifications

Statewide Entry Qualifications

Completion of a bachelor’s degree AND three years of professional experience in the specialty area. **Note:** Related experience may be substituted for education on a year for year basis.

*ERS Preferred Qualifications

High School Diploma (or GED) and 7+ years of job related experience (OR) Bachelor’s degree and 5+ job related experience.

ERS Career Development Levels

- Pension Manager
- Pension Manager I
- Pension Manager II